



Control Number: 50664



Item Number: 50

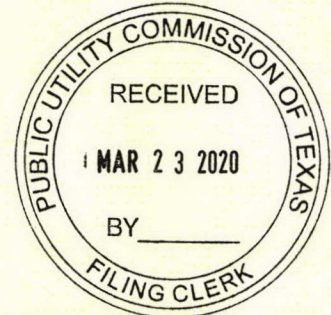
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Coleman County

TELEPHONE COOPERATIVE, INC.

Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

March 23, 2020



RE: Project No. 50664, *Issues Related to the State of Disaster for Coronavirus Disease 2019*

Coleman County Telephone Cooperative, and its affiliates, collectively, CCTC files this letter to inform the Commission of our company's initiatives as it relates to the COVID-19 pandemic. CCTC is a small rural telco providing service in the central area of Texas. CCTC recognizes the unprecedented nature of this situation and greatly appreciates the State and Commission's efforts to monitor and provide guidance on the many issues that surround this pandemic.

As we are grateful for our health-care providers and the guidance of our federal, state and local leaders at this time, we are monitoring the situation closely and are providing assistance where possible. As such our company recognizes the importance of communications services during times such as these, and is doing everything we can to make sure Texan's remain "connected" during these trying times.

The communications services provided by CCTC and other rural telecommunications providers allow for the social distancing that is being called for to flatten the curve of this Pandemic. We are working diligently to provide the services that allow for remote access for employees, remote learning opportunities, access to telemedicine and access to e-commerce and other vital communications enabled tools.

During this time, CCTC, has taken the following steps to assist its customers and community:

- CCTC has initiated its Emergency Operations Plan (EOP)
- CCTC has signed onto the Federal Communication Commission ("FCC")'s "Keep American's Connected" pledge. As a part of this pledge, for the next 60 days:
 - CCTC will not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
 - CCTC will waive any late fees that any residential or small business customers incur because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; and
 - CCTC will open its Wi-Fi hotspots to any American who needs them.
- In addition to items in the pledge CCTC has taken the following actions specifically within its community:
(See attached press release)

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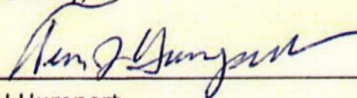
- While CCTC is working hard to maintain service, screening will be done before installation or trouble house calls. All technicians will be trained regarding the use of masks, sanitizers and wipes.

CCTC will continue to monitor developments in this emergency situation to assist our communities, state and nation. As well as our actions to maintain the critical communications network and services we provide, CCTC is contributing to the social distancing initiative by encouraging certain employees to work from home, limiting employee interactions with customers, encouraging online or drive through bill pay, and other recommended actions.

CCTC will continue to monitor developments and recommendations from the CDC, WHO, and other Federal and State entities. We are constantly communicating internally to adapt our plan to protect our employees, our customers, and maintain these critical services during this time.

Please contact us at 325-348-3124 or info@web-access.net should you have any questions or concerns.

Yours Truly,



Tim J Humpert

CFO/GM

Coleman County Telephone Cooperative



COVID-19 PRESS RELEASE

Coleman County Telephone Cooperative, Inc. takes steps to protect against COVID-19

Like everyone, we have been monitoring the outbreak of COVID-19. We want you to know that we have response plans in place to help ensure that we will be able to continue providing quality, reliable service to our community. The health of our customers and employees is very important to us; and therefore, we have processes to help detect, prevent and control the spread of infectious diseases, like COVID-19, that might impact our workplace. We also want to inform you of other steps we are taking to assist our members and our customers.

Our Processes to Help Detect, Prevent, and Control the Spread of Illness such as COVID-19:

- We do not allow our employees to work if they are sick. If an employee arrives at work exhibiting signs of illness, we immediately send them home. We provide sick leave so that our employees do not feel they have to work when they are sick.
- We are recommending that customers use our drive-thru, contact us online (<https://www.cctelco.org/contact/> or through Facebook messenger @cctelco) or over the phone at 325-348-3124 for service inquiries or transactions.
- We encourage employees to practice social distancing when appropriate.
- For the safety of our field personnel, customers must answer safety questions before our staff enters the customer's premises. If you have safety concerns, please call us to reschedule any existing appointments at 325-348-3124 or 800-439-1723.
- Employees will take appropriate sanitary precautions before entering a customer's premises and again after leaving the premises.
- In our business office, we have increased surface cleaning protocols and are requiring employees to sanitize and/or wash hands frequently.
- As of 3-19-2020, our lobby will close to foot traffic until further notice.

Other Steps We Are Taking to Assist Customers:

- You can pay your bill by credit/debit/ACH by phone free of charge, online or by mail, or at our drive-thru window. For online payments, call us to set up your account and then visit <https://www.cctelco.org/bill-pay/>.
- Contact us if you cannot afford your bill due to disruptions caused by the COVID-19 pandemic.

GET THE FACTS! The Centers for Disease Control and Prevention website provides updated information on the outbreak. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

